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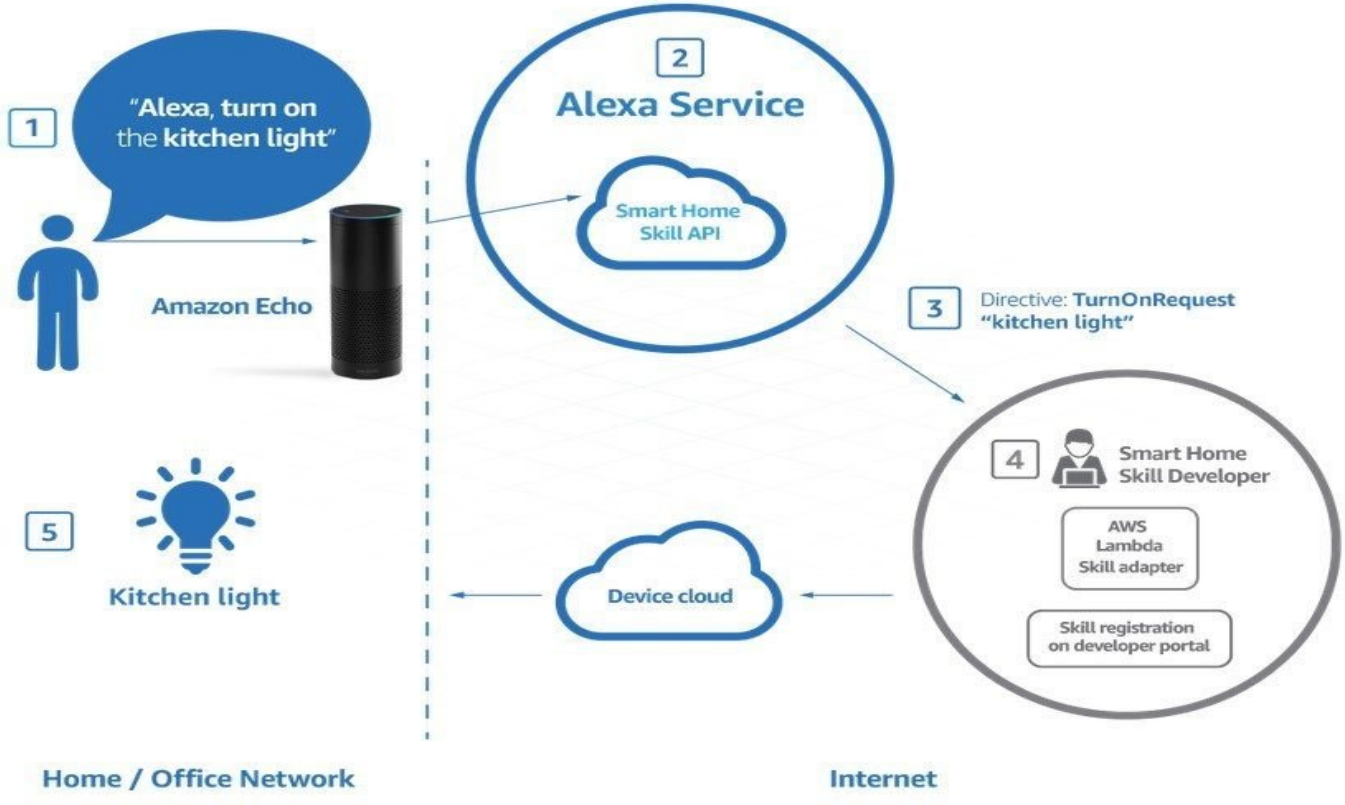
TOMORROW

Amazon Alexa and Danfoss Link™ Quick Guide and FAQ

What is Amazon Alexa?

Alexa is Amazon's cloud-based voice service available on tens of millions of devices from Amazon and third-party device manufacturers.



First steps

Once you integrate the Danfoss Link™ with Amazon Alexa cloud-based voice service, you can control your smart heating system by speaking your commands.

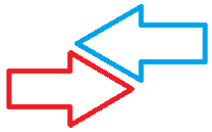
REQUIRED COMPONENTS

- Danfoss Link™ CC

  (Link Mk II/III (produced -> Q4.2015) = No Alexa integration; Link Mk IV (produced -> Q4.15) = Alexa integration);
- Amazon Echo, Amazon Tap or Echo Dot product;
- Amazon Alexa app;
- Amazon registered account (email and password);
- Wi-Fi network;

QUICK GUIDE

Danfoss Link™



amazon alexa

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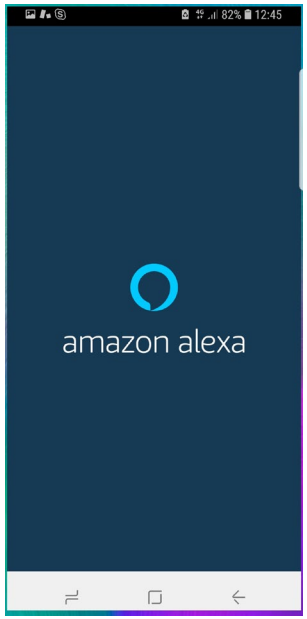
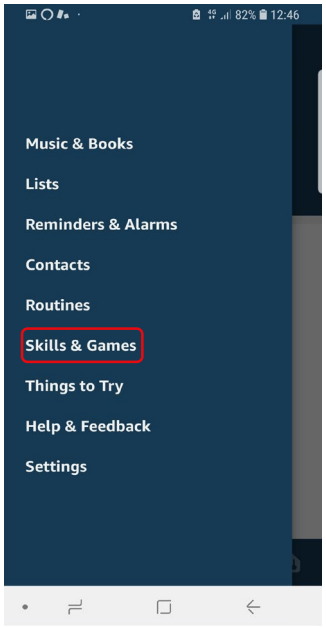
Connection Danfoss Link™ with Amazon Alexa

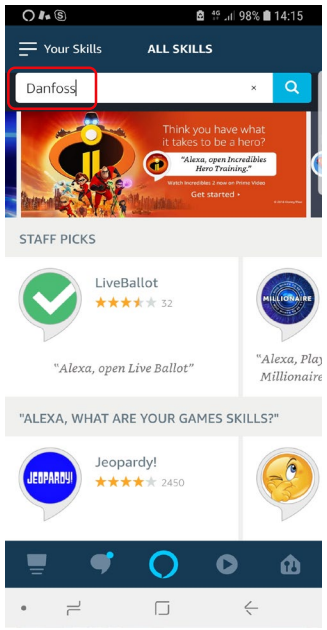
Step 1: Download and launch the Alexa App*
Step 2: Enable Smart Home Skills



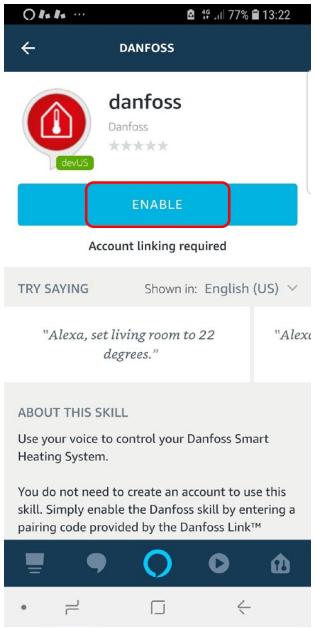
Download and launch Amazon Alexa App on your device



Alexa App:
Open the left side menu and go to "Skills & Games"



Alexa App:
Search for Danfoss and choose the Danfoss skill



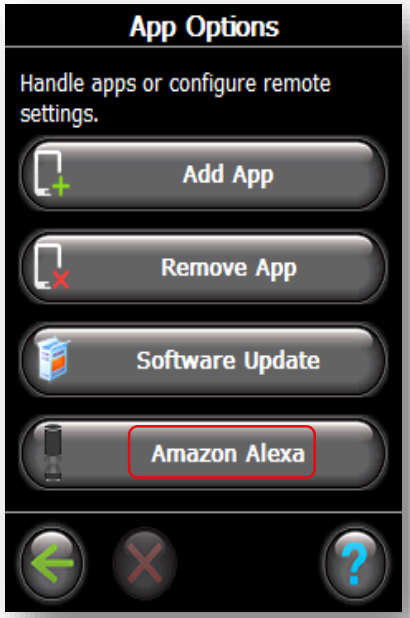
Alexa App:
Click "Enable" skill

**Amazon Echo setup is done via Alexa App, so users will have it anyway on their smart phone device*

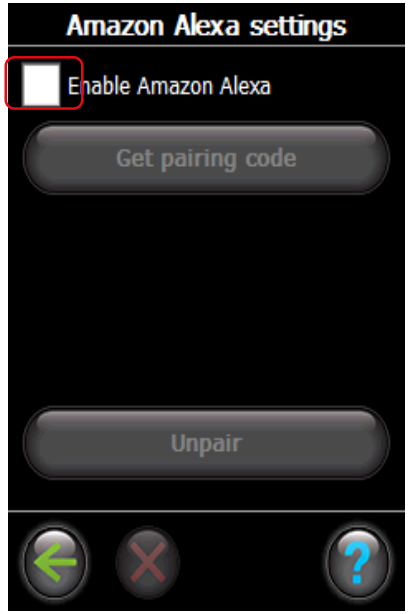
Connection Danfoss Link™ with Amazon Alexa

Step 3: Preparing Danfoss Link™ CC to Amazon Alexa feature

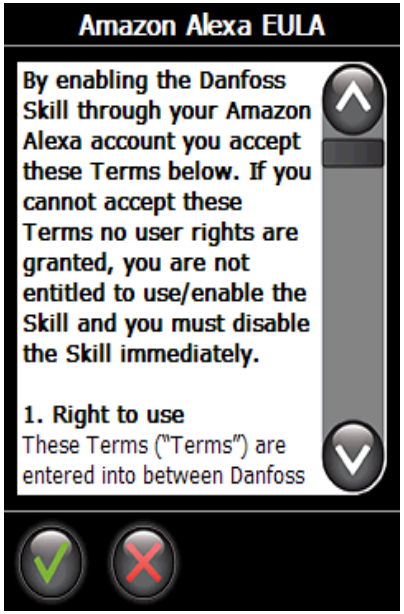
Alexa App:
Choose the Danfoss Link™ and follow instructions



Link CC:
Go to House control -> Settings -> Wi-Fi and Apps -> App Options -> Amazon Alexa



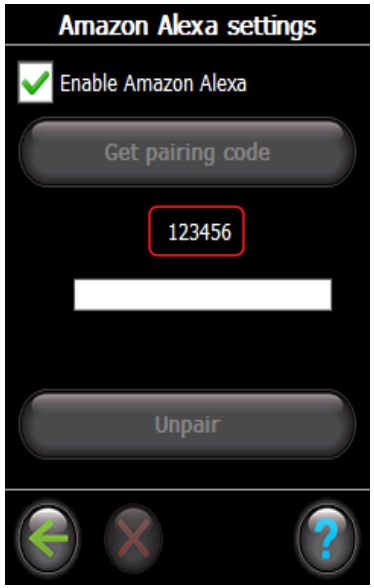
Link CC:
Check "Enable Amazon Alexa" item



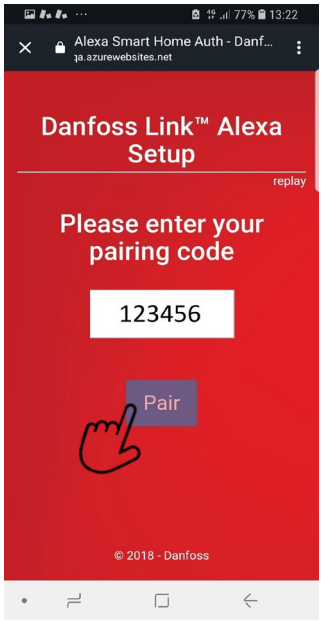
Link CC:
Read through and accept the Amazon Alexa EULA

Connection Danfoss Link™ with Amazon Alexa

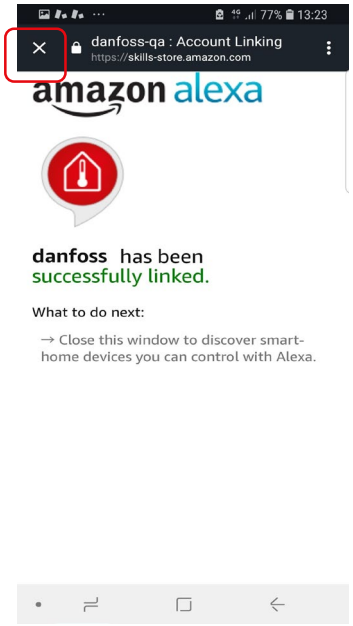
Step 4: Pairing Danfoss Link™ CC and Amazon Alexa App



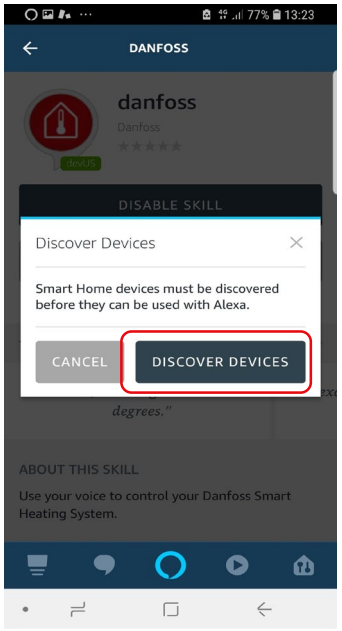
Link CC:
Click "Get pairing code" and go to the Alexa App to insert the pairing code



Alexa App:
Insert the pairing code and click "Pair"



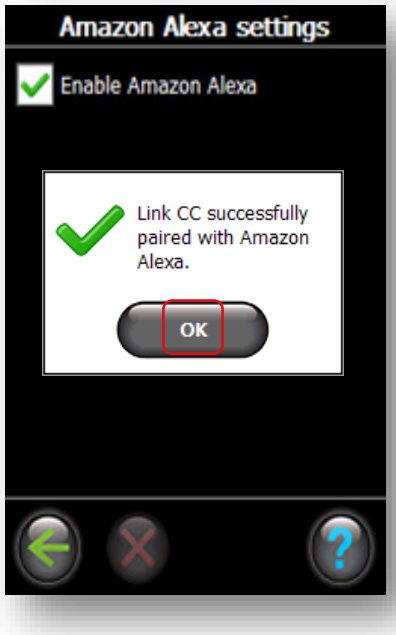
Alexa App:
Click "X" to start discovering devices



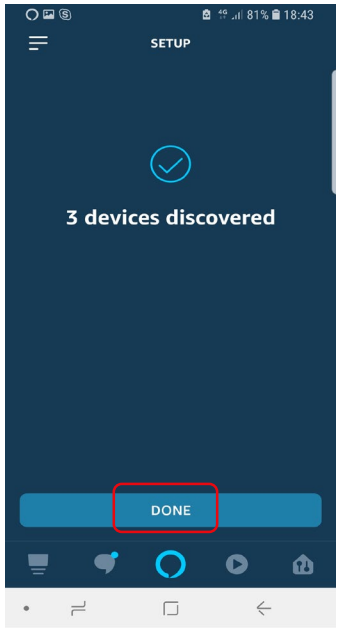
Alexa App:
Click "Discover Devices"

Connection Danfoss Link™ with Amazon Alexa

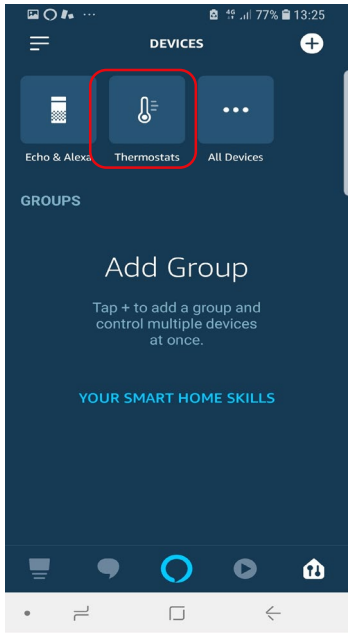
Step 5: Finish pairing and start working



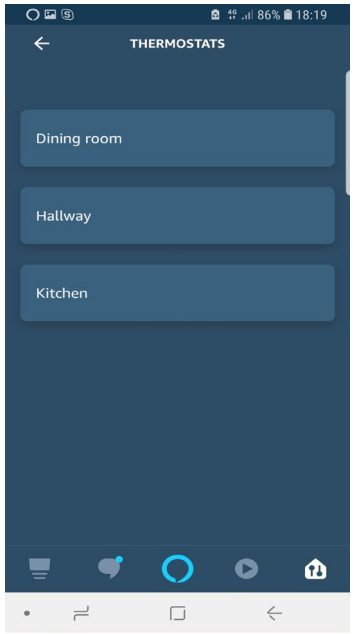
Link CC:
Confirmation message in the Danfoss Link™ CC, click "Ok"



Alexa App:
New devices added
Click "Done"



Alexa App:
Click on Thermostats icon to control and edit



Alexa App:
Choose the room you need to make an adjustment

Current Alexa voice commands for Danfoss Link™

Alexa, what is the temperature in (room name)?

The (room name) temperature is 23°

Alexa, turn up/down the heat in (room name)

The (room name) is set to 24° (1° change)

Alexa, set the temperature in (room name) to 24°

The (room name) is set to 24°

Please note!
It is possible to achieve the same result with a variety of different phrases such as: "increase the temperature in (room name) by 2 degrees", etc.

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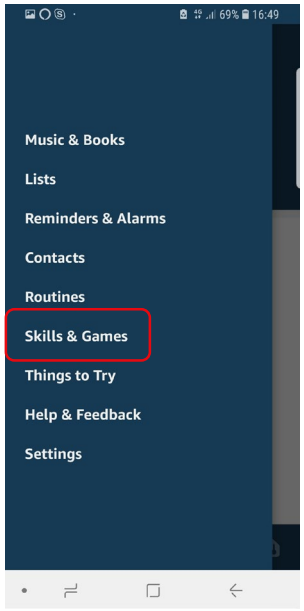
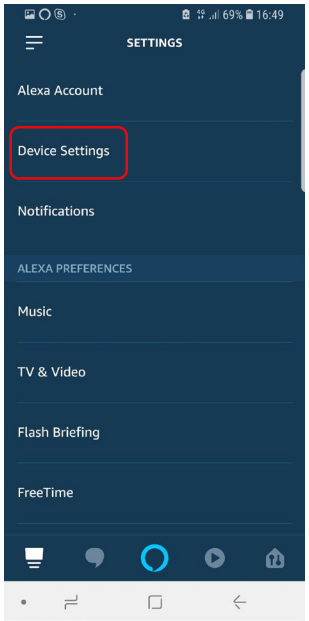
Frequently Asked Questions (FAQ)

Alexa App: temperature displayed in Fahrenheit units. How can I change this?

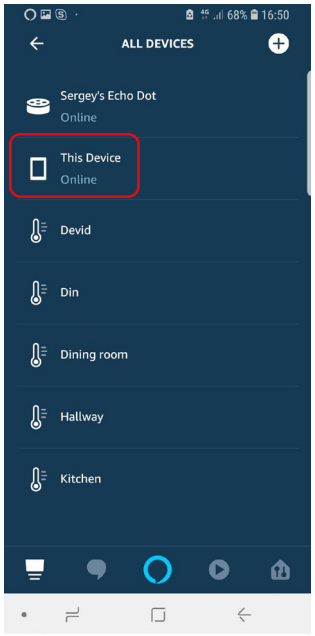
- As a default temperature unit Alexa App displayed in Fahrenheit. To change the measurement units we need:



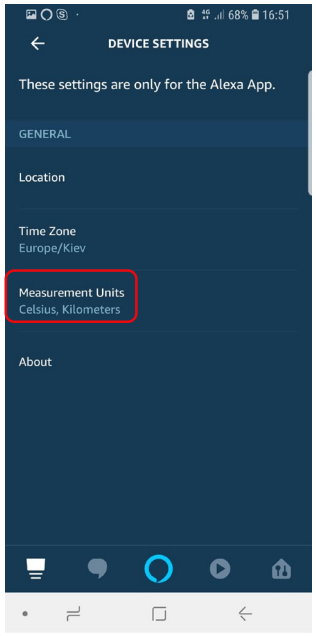
Alexa App:
Open the left side menu and go to "Settings"



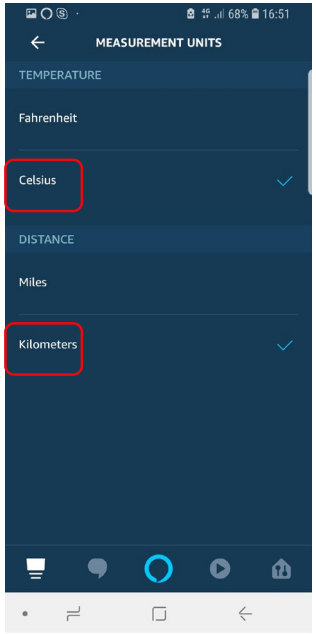
Alexa App:
Click "Device Settings"



Alexa App:
Choose "This Device"



Alexa App:
Choose "Measurement Units"



Alexa App:
Adjust "Measurement Units" to your preference

- *Recommendation: After adjustment new settings restart your Alexa app in order to get information updated.*

What voice commands can I use to control my Danfoss Link™ and thermostats with Alexa?

Compatible thermostats connected to your Danfoss Link™ CC can be controlled with Alexa by means of the next voice commands:

- Alexa, what is the temperature in (room name)?
- Alexa, turn up/down the heat in (room name).
- Alexa, set the temperature in (room name) to 24°.

The thermostat's mode cannot be changed via Amazon Alexa. Adjustments to mode must be made via the Danfoss Link CC or the Danfoss Link mobile app.

Amazon Echo does not support my native language, can I use the integration anyway?

- Amazon Echo is currently not launched in all markets, which means that Danfoss cannot guarantee functional integration with Amazon Echo. For now Danfoss Link CC supports Amazon Echo in following markets: Germany, England and France.
- Supported languages: English (AU), English (GB), English (US), French (FR), German (DE)

Things to try

- Try saying:

“Alexa, what is the temperature in the Kitchen?”
(Alexa replies: The “Kitchen” temperature is 21 degrees);

“Alexa, turn up the heat in the Kitchen”;
(Alexa replies: “Kitchen” is set to 22 degrees);

“Alexa, set the temperature in the Kitchen to 24 degrees”;
(Alexa replies: “Kitchen” is set to 24 degrees);

Does my Danfoss Link™ CC and my Amazon Echo need to be on the same Wi-Fi network?

- No. They do both need to be connected to Wi-Fi networks, but they can be on separate Wi-Fi networks.

Alexa is saying “Sorry, device (Danfoss Link™ CC) is not responding.” What should I do?

- This is most likely happening because your Danfoss Link™ CC

is not connected to Wi-Fi or your Danfoss Link™ app.

There are a few things you can try:

Make sure your Danfoss Link™ CC is connected

to Wi-Fi. To check Wi-Fi connection, from your Danfoss Link™ CC do the next steps:

1. Click the main screen once;
2. Click "House Control";
3. Find and click "Settings";
4. Click "Wi-Fi and Apps".
5. If there is no connection, please follow this FAQ (I have no connection to Danfoss Link CC) to re-establish one.

Alexa is saying “Sorry, which room did you mean?” What should I do? Recommended room names.

- Just repeat the room name. If the issue constantly arises, please use recommended standard room names from the list below.
- Room names can be modified in the Alexa app without affecting the room names used on the Danfoss Link CC.
- List of the standard room names:

- Room;
- Kitchen;
- Living room;
- Dining room;
- Hallway;
- Bathroom;
- Bedroom;
- Kids room;
- Office;

Please note: in case of some specific room name, there is a risk to be not recognized by Alexa.

Policy

- Danfoss Link™ CC is Alexa Enabled Product, meaning that are capable of being voice-controlled using the Alexa Voice Service (AVS) provided by Amazon Digital Services LLC (“Amazon”). Use of AVS and third party services via AVS are governed by the Alexa Terms of Use (as provided on the Amazon.com website). Any information you provide to Amazon will be treated in accordance with the Amazon Privacy Notice (also available on the Amazon.com website), not the Danfoss Privacy Policy. Danfoss does not have direct access to, or retain any copies of, your recorded voice messages to AVS. When your Alexa-enabled Danfoss Link™ CC is in Private mode, it is not listening for wake words, and no recorded messages are sent to Amazon.
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